

Miami Beach Police Department

Spring Break Symposium
February 24th, 2009

Spring Break Business Community Meeting

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Strategic Investigations Unit

Underage Drinking—Why Compliance?

- Alcohol has been identified as a major contributing factor to a wide variety of crimes.
- Enforcing laws prohibiting the sale of alcohol to underage persons can help prevent traffic crashes, which is the major cause of death among youth.
- Teen pregnancy, sexually transmitted diseases, and school dropout rates increase with teen drinking rates; reducing underage access to alcohol can lower the frequency of these social problems.

Underage Drinking—Why Compliance?

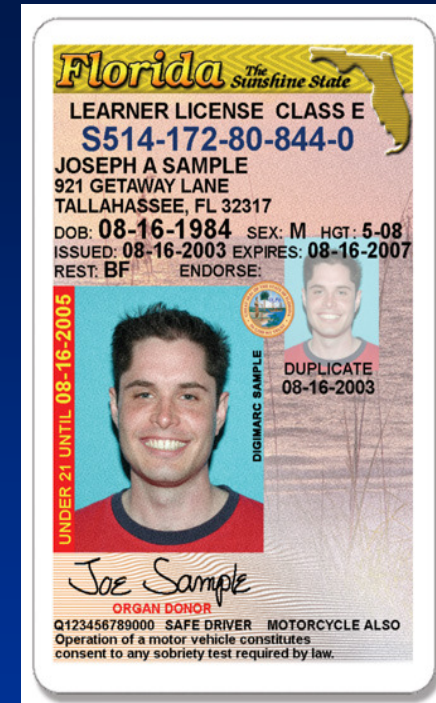
- Fights, vandalism, noise complaints, and other nuisance calls are often caused by young people drinking alcohol; decreasing youth access to alcohol is an effective tool in preventing these problems and reducing the time police spend on these types of complaints.
- Rape and other crimes of violence involving teens often involve perpetrators and victims who have been drinking; reducing youth access to alcohol helps fight these crimes.

Underage Drinking—Why Compliance?

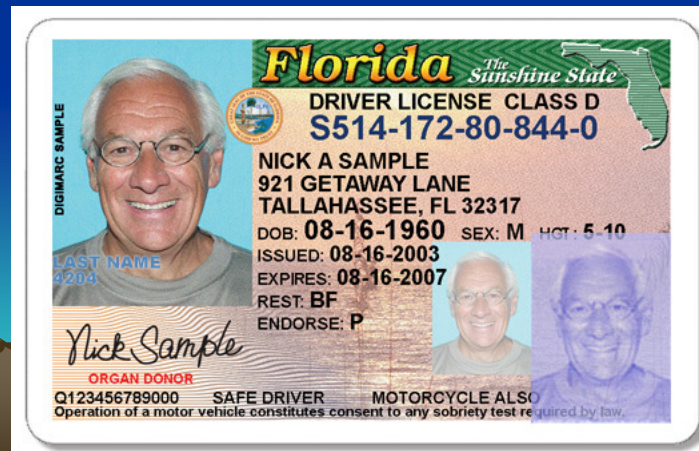
- Alcohol poisoning – Drinking to extreme intoxication often occurs with the more inexperienced youthful drinkers.
- Alcohol has been shown to be a “gateway” drug. Using alcohol as a teen increases the risk of also using other illegal drugs.
- Communities that have reduced the availability of alcohol to underage drinkers have experienced fewer crashes and fewer crimes.
- Providing alcohol to an underage person is a misdemeanor punishable by a large fine and possibly time in jail.
- Business could possibly lose their liquor license, suspension and/or penalties.
- Check Identifications—accept only legal forms
 - State DL’s
 - Passports
 - Foreign Government Issued DL’s/ID’s

Florida Driver License

- Roll out April 2004
- Significant changes
 - Appearance
 - Minor license
 - Security features
- Systems integration
- Redundant equipment



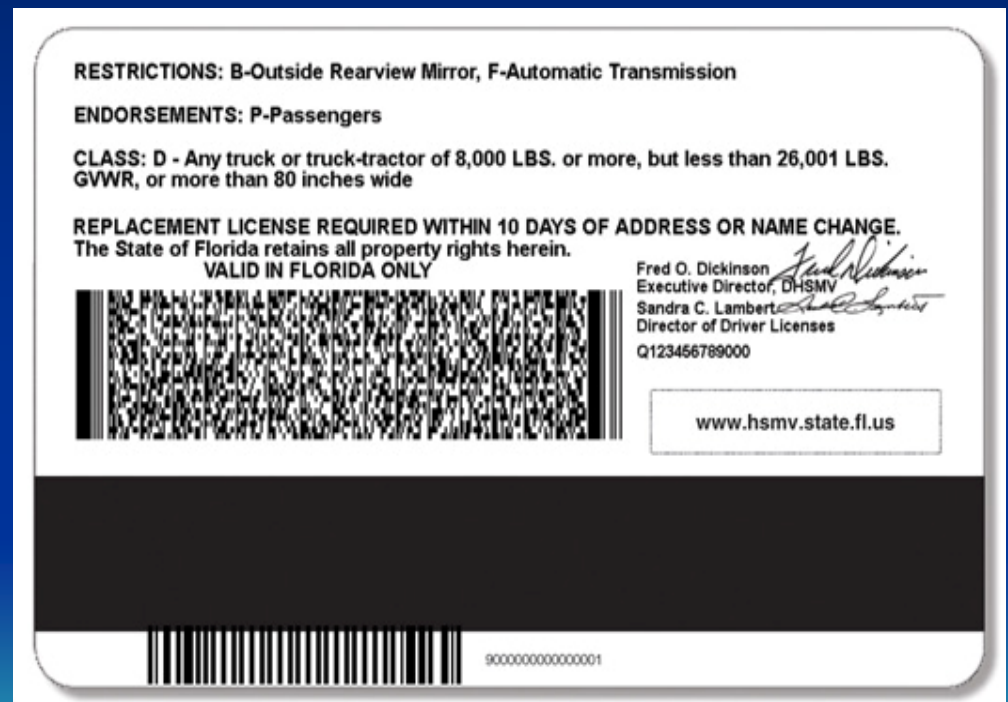
Florida Driver License



2/27/2009

Florida Driver License

- Driver specific information
 - Only restrictions, endorsements, etc., that apply to the cardholder will appear
- Magnetic stripe
- 1-D and 2-D bar codes
- The laminate does not cover the whole card



Florida Driver License



- Hologram
- 1-D and 2-D Bar Codes
- Magnetic Stripe
- Embedded Inventory Control



What are Predatory Drugs?

- "Predatory Drugs" is a term used to identify drugs that can be used to facilitate sexual assault. In the late 1990s, law enforcement noticed a new, disturbing trend of rape cases that involved the drugging of victims with chemicals such as rohypnol, GHB, and ketamine.

Club Drugs

- "Club Drugs" has become a widely used term for a number of illicit drugs that are most commonly encountered at nightclubs and all-night parties called "raves." The three primary club drugs are Ecstasy, Ketamine, and GHB. Many other drugs are generally available in the club and rave circuit, however these three drugs are more closely associated with clubs because that is where they are most frequently used.

Drugs



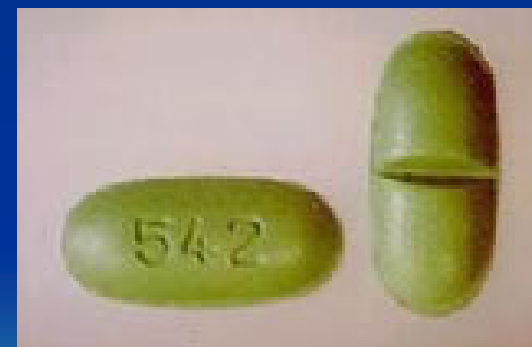
Ecstasy



GHB



Ketamine



Rohypnol

What Can You Do?

- Make sure that Personnel & Security Staff are more conscientious and vigilant
 - Check bathrooms more often for sale and usage of narcotics
 - Challenge individuals who are escorting incapacitated patrons out of the establishments
 - Confirm that subject knows the patron (name, d.o.b.)
 - In doubt call police

How does Prostitution Negatively Affect Your Business?

- Brings Narcotics to your business
- Theft/Robberies
 - They loiter in front of the establishment
 - They work in organized groups
 - They target for male patrons who are extremely intoxicated
- Screen your customers

Miami Beach Police Department



Sexual Battery Awareness

Types of Sexual Battery

- **Forcible** – The subject (usually a stranger), utilizes physical force to commit a sexual battery.
- **Date Rape** – The subject is known and trusted by the victim, and he uses that trust to sexually batter the victim.
- **Incapacitated Victim** – The subject uses intoxicants to lower the victim's resistance level.

Types of Offenders

- **Stranger** – A subject who is unknown to the victim and has had no previous contact with the victim.
- **Acquaintance** – A subject who has had minor contact with the victim previous to the day in question.
- **Known** – A subject who has a personal relationship with the victim and his identity is known.

2008 Sex Crimes

- There were 55 reported sexual batteries involving adult victims reported in 2008.
- 13 of those were related to nightclubs.
- 34 involved alcohol or other intoxicants.
- 26 were committed by strangers.
- 21 were committed by acquaintances.

Commonly Used Intoxicants

- Alcohol
- Ecstasy
- GHB
- Ketamine
- Rohypnol
- Herbal Ecstasy
- LSD

Alcohol

- Impairs judgment
- May lead to memory lapse
- May lead to blackouts
- Distorts vision
- Lessens your coordination.



Ecstasy

- Street names:
 - Adam, X-TC, Clarity, Essence, Eve, Stacy, Lover's Speed.
- Can be pill or powder form.
- Its an amphetamine.
- Causes difficulty in determining reality from fantasy.
- Interrupts your concentration.
- Can cause euphoria, enhanced mental or emotional clarity, anxiety, paranoia, violent behavior, hallucinations, floating sensations, and depression.
- Lasts anywhere from 6 to 24 hours.



GHB

- Street Names:
 - Easy Lay, Gook, Scoop, Soap Boy, Salty Water, Grievous Bodily Harm, Fantasy, Organic Quaalude, Zonked.
- Can be pill, powder or liquid form.
- Can cause nausea, vomiting, delusions, depression, vertigo, visual disturbances, seizures, respiratory distress, loss of consciousness, amnesia, or coma.



Ketamine

- Street Names:
 - Special K, Vitamin K.
- Can be pill, powder or liquid form.
- Can be snorted, smoked or injected.
- Can cause profound hallucinations, visual distortions, “out of body” experience, high blood pressure, amnesia, delirium, recurrent flashback and depression.



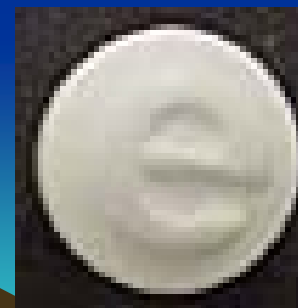
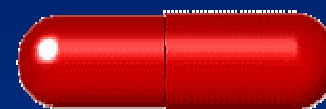
Rohypnol

- Street Names:
 - Roofies, Rophies, Roach, Run-Trip-and-Fall, Rope.
- Can be pill or capsule form.
- Can cause slurred speech, impaired judgment, difficulty walking, deep sedation, respiratory distress, blackouts and amnesia. When mixed with alcohol can incapacitate the victim.



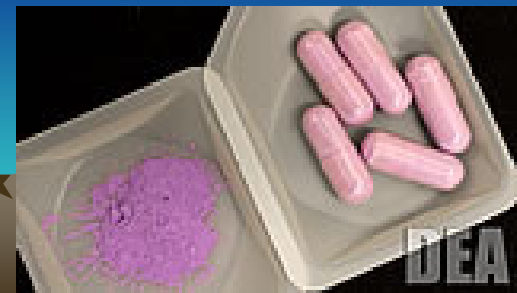
Herbal Ecstasy

- Street Names:
 - Cloud 9, Herbal Bliss, Ritual Spirit, Herbal X, Rave Energy, X, Ultimate Xphoria.
- Composed of Ephedrine or Caffeine
- Can Cause similar effects to that of Ecstasy and can also cause heart attacks.



LSD

- Street Names: Acid
- Can be in tablet, capsule or liquid form
- Can cause dilated pupils, increased body temperature, increased heart rate, sweating, loss of appetite, dry mouth, and tremors. Large doses can cause terrifying thoughts and feelings, fear of losing control, fear of insanity or death and extreme panic.



“REDUCING RISKS”

- Never leave beverages unattended at parties or nightclubs.
- Remove unattended beverages as soon as possible.
- Do not take drinks, including alcoholic drinks from someone you do not know.
- Do not accept open-container drinks from anyone.
- Be alert for people giving drinks to other patrons.

Reducing Risks (cont)

- Suggest Patrons “travel in numbers” - your friends will help keep you safe.
- Customers may want to create a code word with their friends for checking on one another. Just a phrase to “rescue” one another from a situation.
- Alcohol is the number ONE contributor to date rapes. If you want to stay safe just “stay sober”.

“WHAT TO DO”

- If you encounter a victim who claims to have been drugged or sexually assaulted:
- Report the incident immediately.
- Victims should not bathe, douche or change their physical appearance.
- Victims should save all clothing worn at the time of the assault.
- Begin to ***write down*** as much information as you remember about the assault and the subject.
- Victims who go to a hospital should tell them to take blood and urine for testing in addition to other tests.

“THE BLAME GAME”

- Sexual assault victims often blame themselves for what happened.
- They feel they may have placed themselves in the situation and should have known better.
- Just remember, that's it is NEVER the victim's fault.
- These assaults are extremely traumatic, especially under these type of circumstances.

LAW ENFORCEMENT

- Law Enforcement has a difficult time investigating rape cases.
- When drugs are utilized the difficulty dramatically increases.
- Intoxicated victims have difficulty recalling pertinent events.
- Victims must report incidents immediately so evidence can be collected and the investigation can proceed.

PROPERTY CRIMES

BURGLARY

THEFTS

CRIMINAL MISCHIEF

How this pertains to YOU!

- Liability:
 - Guests feel they have the right to be safe while at your hotel; establishment.....

This can result in....

- Costly insurance claims
 - Rise in insurance premiums
- Lawsuits

What can you do?

Set Security Measures and / or Policies to
ensure guests' safety.....

Recommendations

- Opening Rooms for a Guest
NEVER to be done by anyone other than the front desk, pursuant to proper ID being presented.

If no ID available have someone escort the person to the room and obtain proper ID before issuing a copy of a key.

Recommendations cont.

- Encourage guests to use the in room safes.
- Encourage guests to use all locks available on the doors when asleep.
- Encourage guests to keep windows & balcony doors closed.

Recommendations cont.

- Only open a room for a **REGISTERED** Guest.

Do's & Don'ts

- Use cleaning carts to block room doors when inside room.
- **DO NOT** leave room doors ajar or unlocked if you have to get supplies.
- If money and / or jewelry left visible contact a supervisor and have them come by.

Do's & Don'ts continued

- **NEVER** allow anyone in the room when you are in it without verifying who they are first.
- If you see an employee on the floor that should not be there, report them to your supervisor.
- Make sure door is properly closed when done servicing the room.

Do's & Don'ts continued

- If you discover a room door open call your supervisor and **DO NOT** enter room by yourself.
 - **DO NOT** leave room door open and unattended, awaiting a supervisor.
- Report anything or anyone who you think is suspicious.

Helping the Police

- Pull lock report readings (if hotel contains electronic locks) and give to Police Officer taking reports.
- Do not clean the room until fingerprints can be taken.
- Write down any subject and / or vehicle description.

Helping the Police continued

- If surveillance cameras are available; make copies of video and give to Officer doing the report.
- Have someone available that can work your surveillance systems.

MOST IMPORTANT

- If a crime occurs **DO NOT** confront a subject, notify security (if available) call the Police immediately.

Miami Beach Police Department

Criminal Investigation Division / Economic
Crimes Unit

Understanding & Avoiding Credit Card Fraud

Introduction to Credit Card Fraud & Prevention

- You can help stop fraudulent credit card use at your hotel
- You will learn fast & simple techniques to help yourself and your hotel

Agenda

- What is credit card fraud & how is it carried out?
- What should you know about credit cards?
- What can you do to avoid credit card fraud?
- What can you do if the card is not present or won't swipe?

Why Should You Care?

- Your hotel can be held financially responsible for the full amount of a fraudulent credit card transaction
- Every loss affects your hotel's profit, your potential wages, and your own credit card interest rate
- You can help protect your hotel and yourself by following a few simple steps

Common Types of Credit Card Fraud

- Presentation of Lost or Stolen Card
- Card Altered by “Plastic Surgery”
 - Heat is used to soften plastic card and iron out embossed numbers and letters
 - New numbers and letters are applied
 - Printed letters are scratched or erased
 - Original signature may be erased or concealed
 - Security features tampered with

Common Types of Credit Card Fraud - Continued

- Counterfeit & Skimmed Cards
 - Computers are used to read the magnetic stripe on a valid card
 - Stolen data is recorded on a counterfeit card in a name that fits the card user's appearance
- A “Big Shot” with a Letter of Authorization
 - A valid credit card number is used in a letter on “official looking” letter head
 - The suspect puts on a front of being wealthy and inconvenienced by inquiries to verify the credit card information
 - Does not have the credit card
 - Uses accomplices for fax verification

What You Should Know About Bank/Credit Cards?

- Visa, MasterCard, American Express and Discover use multiple security features to resist fraud:
 - Embossed Lettering
 - Magnetic Data Stripe
 - “Valid Dates”
 - Signature Panel
 - Holograms or Micro-Printing
 - Sophisticated Computer Database

What You Can Do To Avoid Credit Card Fraud

- Always Follow Card-Acceptance Procedures
 - Signed, Embossed Name Match, Valid/Expired, Abnormal Appearance, Look for Abnormal Behavior
- Obtain Authorization
 - Swipe the card and follow your terminal prompts
- Hold the Card through the entire transaction
- Match Numbers
 - The embossed numbers on the front must match the printed numbers on the back

What You Can Do (Continued)

- Compare Signature
 - The signature on the back must match the embossed name
 - Always have the sales draft signed
 - Compare the signature on the card to the one on the sales draft
 - Obtain valid matching government identification and keep good copies on file.

What If I Have a Problem?

- The Card Won't Swipe
 - If the card won't swipe the magnetic stripe probably isn't functioning
 - Be sure the terminal is working
 - Carefully check out the card's security features and compare signatures
 - Follow your company's MANUAL Card-Acceptance Procedures
- What if a Transaction Seems Suspicious
 - Hold on to the card if you think you can do so safely
 - Follow your company's procedures and alert your supervisor
 - Call your authorization center and ask for a "Code 10"
 - Follow the operator's instructions
- **NEVER RISK YOUR OWN SAFETY**

Summary

- Credit Cards Have Security Features to Help You Avoid Fraud
 - Check for alterations
 - Does the card look wrong
- Know, Understand, and Follow Your Hotel's Procedures for Processing a Credit Card Transaction
- Immediately Report Any Suspicious Transaction
- NEVER Risk Your Own Safety

Where to Get More Information

- Fraud Department of Each Bank Card Your Hotel is Authorized to Accept
- Federal Trade Commission
- United States Secret Service

AUTO CRIMES: BURGLARY TO AUTOS

AUTO Burglary Crime Prevention Tips

AUTO CRIMES: BURGLARY TO AUTOS

- Frequently, just a few simple precautions on our part can decrease the chances of becoming a victim. One of the most common crimes reported to the Miami Beach Police Department is burglary to a vehicle.
- Offenders enter a vehicle and remove cash or other items that can be turned quickly into cash. Some of the most popular items are: cell phones, cash, wallets/purses, brief cases, cameras and stereos/speakers. We have recently seen an increase in the number of GPS systems stolen throughout the City.
- There are some simple steps that we can all take to protect property and ourselves.
- When shopping etc., encourage your guests to always park in a well-lighted area.
- Encourage your guests to close their windows and lock their doors, even if they are only going to be gone a short time.

AUTO CRIMES: AUTO BURGLARIES (Con't)

- Encourage your guests not to leave valuables in plain sight in the vehicle.
- If they insist on leaving the items in the vehicle, have them place packages in the trunk.
- Car alarms are a deterrent. Encourage your guests to set their alarms.
- If you employ a Valet Company, have a system in place to identify who valet parks the car.
- Anytime you see something suspicious near your guest's vehicle, report it to the police.

Questions????